



THE PATH TO TRANSFORMATION

Governments enhance transparency in transition to digital

THE ROLE OF PRINT MANAGEMENT

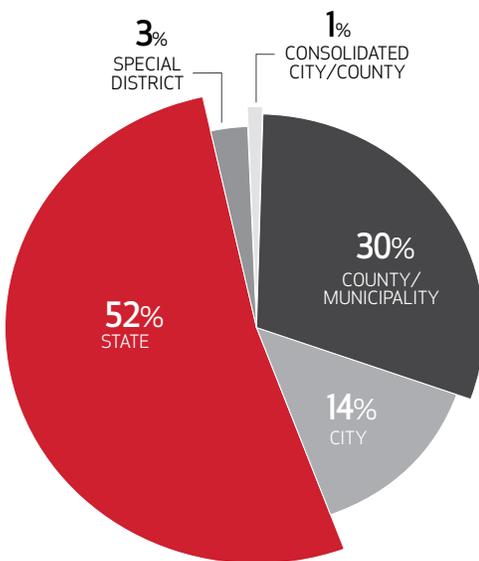
To keep pace with the demands of constituents for faster and more accessible services, state and local governments are undergoing a digital transformation. While many organizations have started down this path, they face challenges when it comes to transparency and instilling confidence with the public.

Print management can help organizations overcome these challenges in the three foundational pillars of transformation: security, sustainability, and streamlined operations. The Center for Digital Government recently surveyed 159 public sector decision-makers about various areas of their print environment to gauge where they are on the path to transformation and how they are overcoming barriers.

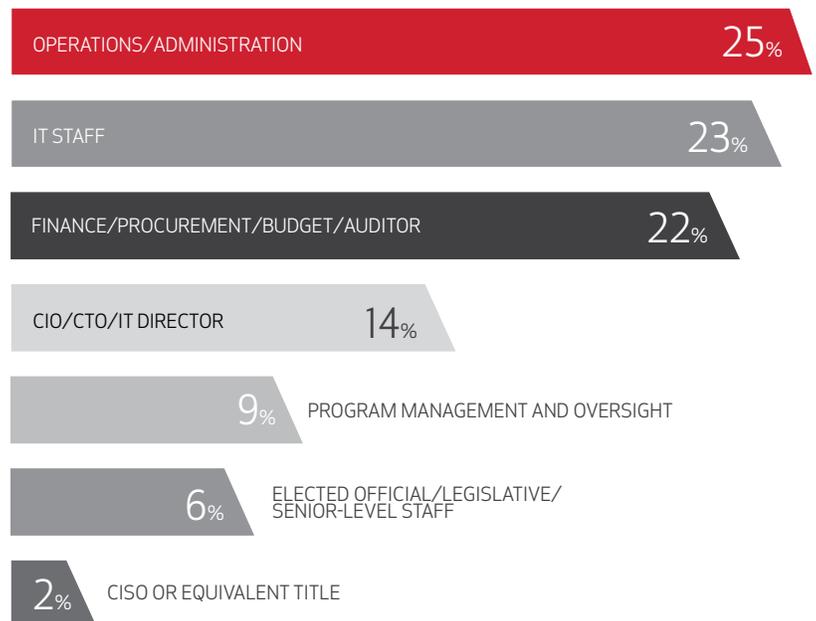
RESPONDENT DEMOGRAPHICS

While the results of this survey are not necessarily representative of the entire population, they are reflective of those who subscribe to the GovTech exchange community.

FOR WHICH LEVEL OF GOVERNMENT DO YOU WORK?



WHAT IS YOUR JOB ROLE?



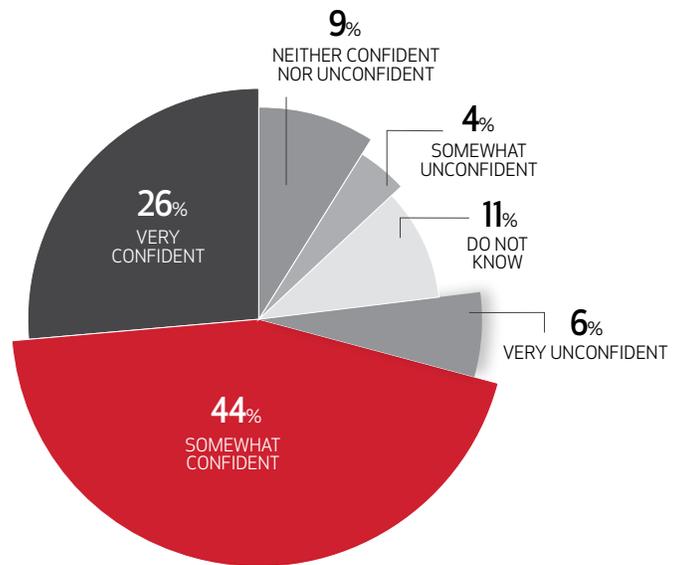
MITIGATING RISK AND PREVENTING BREACHES

As organizations continue the move to digital, security concerns rise. Due to the large amount of personally identifiable information (PII) found in constituent records and highly sensitive information stored on agency servers and employee devices, hackers are increasingly targeting government systems and databases. While it's common for organizations to secure their network, they sometimes fail to properly protect end-point devices such as printers. In the CDG survey, only 26 percent of respondents were very confident their print environment is secure.

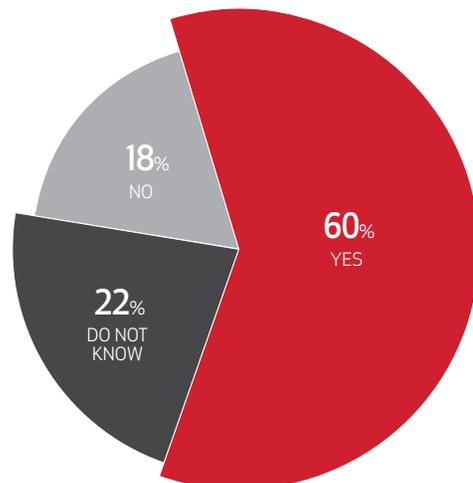
For governments, a data breach doesn't just take time and money, it can also erode public trust. Constituents want to know their information is safe and they want transparency into the protection process. Proper print management practices can help prevent breaches — half of respondents recognize a connection between secure printing policies and risk mitigation — and ensure end points are secure. For instance, certain multifunction printers (MFPs) can store print jobs digitally on a centralized secure server. They can also require users to input a code to retrieve printed documents, which prevents sensitive information from being left in output trays where unintended recipients might have access to it.

Another element of secure printing is educating staff on its importance. Many organizations have met this need with 57 percent offering discussions, trainings, and alerts about secure printing. The training is working — 60 percent of respondents observe employees generally engaging in secure printing practices. Taking these proactive approaches to security helps avoid breaches, which in turn builds public trust.

HOW CONFIDENT ARE YOU THAT YOUR PRINTING ENVIRONMENT IS SECURE?



FROM YOUR OBSERVATIONS, DO EMPLOYEES GENERALLY ENGAGE IN SECURE PRINTING PRACTICES?



ZEROING IN ON SUSTAINABILITY

Sustainability is another pillar in the transition to digital transformation, and is a concern of the public. Constituents want to know their government is doing what it can to improve the environment. Moving from print to digital significantly reduces paper usage and compliance on other natural resources. Just over one-quarter of respondents are operating under an environmental mandate and taking measures to reduce printing over the next two years.

Respondents are taking various steps to reduce printing: 64 percent are increasing the amount of information that is available digitally, 47 percent are limiting color printing and encouraging duplex printing, and 38 percent are procuring more efficient printing equipment.

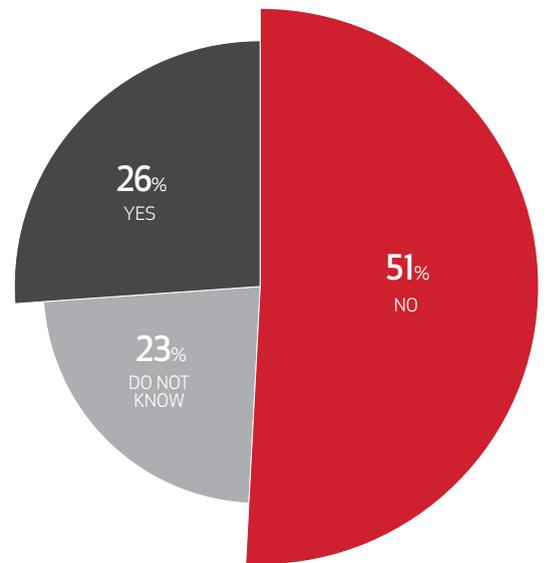
A print management strategy that encourages faculty and staff to scan and share documents digitally using an MFP also supports sustainability and transformation efforts. In addition, a print management system can show printing usage patterns by department or user, encouraging more environmentally conscious and budget-friendly behavior. Organizations can share the efficiencies and environmental benefits they gain with constituents, boosting transparency.

STREAMLINING OPERATIONS AND WORKFLOW

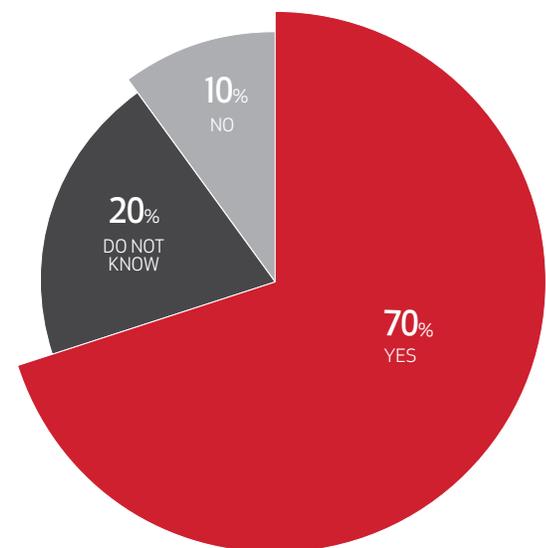
Another way organizations can improve transparency in their digital transformation is by streamlining and automating workflows. When paper-based workflows are made digital, it's easier for governments to share information with the public and easier for constituents to access it. In fact, 70 percent of respondents said increased access to digital data helps their organizations achieve transparency mandates. However, 38 percent said potentially useful data is inaccessible due to paper-based workflows.

While 21 percent of respondents said they are transitioning well from print-based to digital workflows, gaps still exist in current automated workflows, including the need for more training and professional development, intuitive tools, and additional automation. When asked about the barriers hindering further modernization, respondents listed cost (40 percent), lack of staffing resources (30 percent), and lack of administrative support (28 percent) as the top three. If these barriers can be overcome, however, investment in the right scan and capture technologies as part of a print management strategy can bridge the gaps of current automated workflows, help governments complete their digital transformation, and bring countless other benefits. When operations and workflow are more streamlined, it not only improves transparency, but respondents said it can simplify employee workloads (48 percent), reduce printing budgets (44 percent), and free up employee time for more critical tasks (37 percent).

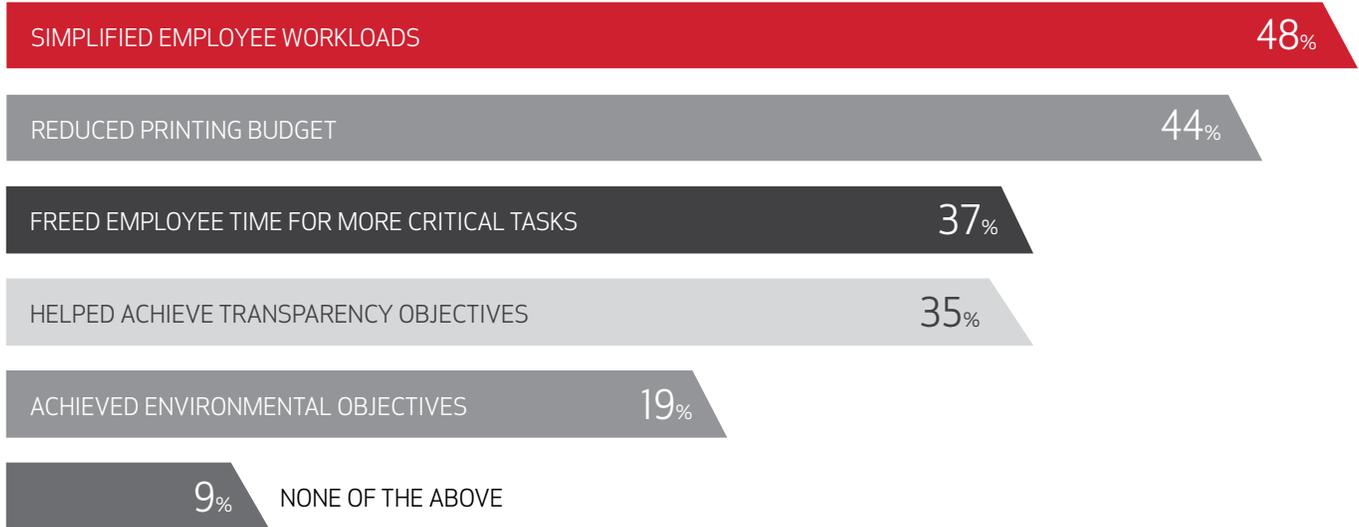
ARE YOU OPERATING UNDER A GREEN OR ENVIRONMENTAL MANDATE?



DOES INCREASED ACCESS TO DIGITAL DATA AID AGENCIES AND DEPARTMENTS IN ACHIEVING TRANSPARENCY MANDATES?



HAS AUTOMATION AND WORKFLOW MANAGEMENT ACHIEVED ANY OF THE FOLLOWING?



CONCLUSION

As organizations continue their transition to digital, a solid print management strategy can help them overcome challenges in building public trust. By improving transparency in the foundational transformation areas of security, sustainability, and streamlined operations, organizations can better meet the needs of constituents while increasing the efficiencies of their operations.



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